



Volunteer Services Department Annual Education



Thank you for volunteering!

Every time you arrive at your volunteer assignment, you have again made a choice to help someone. We are so fortunate that you have chosen to donate your time and your talents to New Hanover Regional Medical Center. Every volunteer makes a difference every time you report for duty.

Whether you volunteer in an office, the library, a patient care area, a family support area, or as a driver, your contribution helps our patients, families, visitors, physicians and staff. The wealth of knowledge and experience the volunteers bring to our hospitals enrich us all.

I may not be able to thank you all personally every time you come in, but please know you are appreciated every day. Thank you for completing your annual education and staying up to date on the hospital's requirements and expectations.

Erin Balzotti

Director of Volunteer & Auxiliary Services

About Our Hospital

- ❖ New Hanover Regional Medical Center (NHRMC) is a teaching hospital affiliated with the UNC-Chapel Hill School of Medicine and is one of the largest healthcare organizations in the state. As a public, not-for-profit system, New Hanover Regional Medical Center offers care to everyone who needs it, regardless of ability to pay.
- ❖ New Hanover Regional Medical Center includes
 - ❖ NHRMC Main Hospital, 17th Street
 - ❖ NHRMC Orthopedic Hospital, Wrightsville Avenue
 - ❖ Betty H. Cameron Women's & Children's Hospital
 - ❖ NHRMC Rehabilitation Hospital and Services
 - ❖ NHRMC Behavioral Health Hospital
 - ❖ NHRMC Physicians Group
 - ❖ NHRMC Atlantic Surgical Center
 - ❖ NHRMC Emergency Department North
 - ❖ Pender Memorial Hospital, Burgaw, NC
- ❖ **MISSION – Leading Our Community To Outstanding Health**

Volunteer Services Mission Statement

The Volunteer Services Department seeks to provide quality supplemental services consistent with current needs of departments and available resources.

❖ **Core values:** human dignity, compassion, service excellence to all patients, families, physicians and colleagues. We will witness our hospital mission by developing meaningful opportunities for our volunteers who will provide a team-centered, value focused service to further enhance the medical center's mission of quality to all in needs of its services.

❖ The Director of Volunteer Services is responsible for the management and implementation of all volunteer programs on all campuses. The Volunteer Coordinators and Specialists are responsible for recruiting, interviewing, orienting, training, placing and retaining all volunteers within the volunteer program.

❖ Presently NHRMC has more than 800 active volunteers serving in up to 70 placement areas. Last year our volunteers donated more than 170,000 hours. By working together, we provide consistent and dependable services to our patients, families, co-workers and customers.

NHRMC Auxiliary, Inc.

- ❖ The Auxiliary is the fundraising arm of the Volunteer Services Department. It is a non-profit organization with a board of directors. The Auxiliary raises money for many great causes for both patients and their families. All volunteers are invited to join the Auxiliary, but membership is not mandatory.
- ❖ The Auxiliary raises funds through:
 - ❖ Membership dues collected from volunteers - \$10.00 annually
 - ❖ Proceeds from special sales
 - ❖ Gift shop profits
 - ❖ Baby photo and vending machine profits
- ❖ The Auxiliary supports the following:
 - ❖ SECU Family House at NHRMC , which provides lodging for out-of town patients and families during a medical crisis or on-going outpatient care
 - ❖ Projects or programs that are beyond the NHRMC operations budget and have a positive impact on patient care
 - ❖ Scholarships for junior volunteers and local college students who are pursuing their education in health-related studies

Education Agenda

- Service & Operational Excellence – NHRMC's standards for employees and volunteers
- Environment of Care, Safety Training
- HIPAA Privacy Training
- Infection Control
- Wheelchair procedures
- Overview of policies and procedures
- Test

Service Excellence Standards

Standards of Performance apply to all customers. What is a customer? At NHRMC, we define a customer as anyone who enters our doors or uses our services such as patients and their families, visitors, employees, volunteers, physicians and students.

OWNERSHIP – At NHRMC, each employee & volunteer is responsible for the outcome of his or her efforts and actions. Our work & volunteering is a reflection of ourselves as caring professionals. To that end, we commit to:

- ❖ Take pride in and be accountable to NHRMC as if it were our own business.
- ❖ Provide a safe environment for all who work & volunteer for or use NHRMC.
- ❖ Take financial responsibility by caring for medical center property, working efficiently, and identifying opportunities for savings.
- ❖ Resolve problems, either directly or through the appropriate resources.
- ❖ Acknowledge when customer needs have not been met and implement recovery strategies.
- ❖ Be empowered to proactively and creatively fulfill customer needs.
- ❖ Maintain competencies and strive to improve knowledge base within our field.
- ❖ Make personal image the responsibility of each individual.
- ❖ Demonstrate pride in appearance and grooming.
- ❖ Display name badge visibly above the waist.
- ❖ Maintain professional behavior at all times.
- ❖ Maintain competencies and strive to improve knowledge base within our field.

Service Excellence Standards

TEAMWORK – At NHRMC, we have a common purpose: serving our patients and community. Our fellow volunteers are our teammates. With everyone contributing, our job performance will excel. To that end, we commit to:

- ❖ Work cooperatively with teammates within our department and throughout the medical center.
- ❖ Take the initiative to help each other – it's everyone's job. Meeting and exceeding our patients' needs is every volunteer's responsibility.
- ❖ Understand and respect how other departments function. Honor deadlines and avoid last-minute requests.
- ❖ Recognize and reinforce positive behavior.
- ❖ Share ideas. Offer suggestions for improving the medical center.
- ❖ Welcome new teammates by orienting and coaching in a positive manner. Encourage, support, and praise teammates often.
- ❖ Maintain good attendance and be on time – ready to work.

Service Excellence Standards

COMPASSION – At NHRMC our desire is to meet our customers' needs with the utmost compassion, care, and courtesy. To that end, we commit to:

- ❖ Anticipate customers' needs, expectations, and anxieties.
- ❖ Honor the privacy and dignity of patients and family members.
- ❖ Make patients the priority for elevator usage.
- ❖ Knock before entering rooms; pull curtains when appropriate.
- ❖ Refrain from discussing patient information in public places.
- ❖ Maintain a quiet environment.
- ❖ Be an advocate for patients, families, and teammates.
- ❖ Communicate confidence in other departments sharing in the patient's care.
- ❖ Demonstrate empathy.
- ❖ Respect cultural differences.
- ❖ Show that we care – always follow up.

Service Excellence Standards

COMMUNICATION – At NHRMC we listen to our customers and teammates to fully understand their needs. Our messages should be delivered with courtesy, clarity, and care. To that end we commit to:

- ❖ Acknowledge customers and teammates by listening attentively, maintaining eye contact, and speaking to them directly and respectfully.
- ❖ Use scripting such as, “How can I help?” or “I have time.” Avoid jargon. Use A.I.D.E.T. during patient/customer interaction.
A – Acknowledge I – Introduce D – Duration E – Explain T – Thank You
- ❖ Use proper telephone and electronic communication etiquette.
- ❖ Answer phone promptly.
- ❖ Answer using department name and your name (also use title in clinical areas).
- ❖ Maintain pleasant tone and ask permission to put someone on hold.
- ❖ Respond in a timely manner to patient and customer requests by following up and giving feedback.
- ❖ Keep personal conversations in private places, and do not gossip.
- ❖ Coach in private; commend in public.
- ❖ Offer assistance to those who look confused. Escort, rather than point, patients, family members, visitors, and new staff to destination.

AIDET

AIDET is a list of key words that remind us of what is expected from us as volunteers and staff when we interact with patients and family members.

- **A = Acknowledge** the patient, by their last name if possible.
- **I = Introduce** yourself, your job title, and any other relevant information that may put the patient more at ease.
- **D = Duration** of procedure. Describe how long the procedure will take, how long they're going to be there, how long they may have to wait for test results, etc.
- **E = Explain** the tests, any type of pain involved, what happens next, and so on. Connect key words with patient safety and "excellent care."
- **T = Thank you.** Thank the patient for their time and for choosing our hospital.

An important note to remember: AIDET is not just for caregivers. All employees, volunteers and others regardless of job title, should use this guideline to frame their interactions with others. Its purpose is to reduce anxiety among patients and families and to help establish expectations among colleagues.

Environment of Care and Safety Training

- ❖ In an effort to promote a safe environment and in order to meet regulatory requirements, New Hanover Regional Medical Center requires all employees, volunteers, contract employees, temporary employees and students to receive Environment of Care and Safety Training.
- ❖ Topics that volunteers are trained in will consist of:
 - Emergency Management, Life Safety, Security, Fire Safety
 - Standard Precautions/ Infection Control/Isolation Rooms
 - HIPAA and Patient Privacy
- ❖ Every precaution is taken to ensure your safety while volunteering at NHRMC. The Safety Committee reviews safety procedures continually. However, the ultimate responsibility is with you and your ability to cooperate and think clearly in an emergency. NHRMC has established definite procedures to follow in time of emergency such as fire, local disasters or bomb threats. Take time to learn these procedures. If you are fully prepared, you will be able to act quickly, which in certain situations can mean the difference between life and death.
- ❖ The most important thing to remember in any type of emergency is to **KEEP CALM** and **NEVER RUN!** The simplest way to do this is to know in advance and to be familiar with all phases of your duties.
- ❖ **In the event of an emergency, follow the lead of an employee at the scene.**

Emergency Codes

In case of emergency, all staff, volunteers and students are expected to know how to call for assistance.

To call in an emergency alert:

NHRMC Main Campus – 910.667.7999

NHRMC Orthopedic Hospital – 910.667.8300

Offsite locations (such as Family House, ED North, etc) – call 9-1-1. Also call Special Police at 910.343.2444.

State your name, location and describe the emergency situation.

For example, if you are assisting with discharging a patient and he or she falls as they get out of the wheelchair and cannot get up:

1. Call the appropriate emergency number, as indicated above
2. State your name and location: This is Mary, I am in the main hospital discharge lobby.
3. Describe the situation: my patient fell when getting out of the wheelchair and he cannot get up. We need assistance
4. You will hear the following paged overhead:
 1. Medical Alert – Assistance Needed – Discharge Lobby, main campus.
5. Assistance will be there within minutes. While you wait for assistance to arrive, stay with the patient reassuring him or her that help is on the way. Do NOT attempt to lift or move a patient who cannot get up by themselves.

Fire Procedures

In the case of fire, or sight or smell of smoke: Volunteers should maintain proficiency in this area by reviewing this information annually. Commit these acronyms to memory and act accordingly:

Fire or Smoke (Code Red) – RACE

Rescue – Persons in immediate danger

Alarm – Pull fire alarm & dial emergency #. Tell the operator your location and describe the situation

Contain – Close doors & windows

Extinguish – Use fire extinguisher

Fire Extinguisher Use – PASS

Pull the pin.

Aim at the base of fire.

Squeeze handle to discharge

Spray in a sweeping motion

Chemical Spill – RAFT

Remove all persons in danger

Avoid contact with the chemical

Find the MSDS – Call 1-800-451-8346

Telephone Emergency code # alerting them of the spill.

“Know the location of the nearest fire pull box, the nearest fire extinguisher, and the closest exit.”

Plain Language Alerting

- Plain Language Alerts will be placed into one of three categories that will be announced with all overhead and text alerts:
 - Facility Alert
 - Security Alert
 - Medical Alert
- Specific details will be provided in each alert, to make sure that everyone involved clearly understands the threat and how to respond
- The following pages are examples of alerts you may hear while at the medical center. If you are unsure of what to do, ask any staff member for guidance.

Plain Language Alerting

Examples of Facilities Alerts:

Fire/Sight or Smell of Smoke:

Facility Alert + Code Red+ [LOCATION]

Mass Casualty (Formerly Code Aster) – Indicates an event in the community that will bring many injured patients to the hospital at one time.

Facility Alert + Mass Casualty + Emergency Dept

Utility Failure (Formerly Code White) indicates telephones or computers are down

Facility Alert + [Type] + [Location] + Implement downtime procedures

Plain Language Alerting

Examples of Security Alerts:

Missing Infant/Child (formerly Code Pink) – A baby or child is missing. Everyone should be alert.

Security Alert + Missing Child + SECURE the area and SEARCH for [Description of missing person (age/race/gender/clothing)] + Last known direction they were headed and if there was anyone with them

Impaired or Missing Person >18 years old (new alert)

Security Alert + Missing Person + SECURE the area and SEARCH for [Description of missing person (age/race/gender/clothing)] + Last known direction they were headed and if there was anyone with them

Active Shooter indicates a person with a gun or other firearm is on the campus.

Security Alert + Active Shooter + [LOCATION] + All persons should immediately move away from that location if it is safe to do so. If it is not safe to move away, shelter in place immediately

Plain Language Alerting

Examples of Security Alerts

Hostage Situation (formerly Code Orange)

Security Alert + Hostage+ [LOCATION] + All persons should immediately move away from that location if it is safe to do so. If it is not safe to move away, shelter in place immediately

Critical Security Threat (formerly Code Watch)

If single department: Security Alert + LOCKDOWN+ [LOCATION] + Immediately move away from that location

If campus wide: Security Alert + LOCKDOWN + Campus Wide + Seek Shelter Immediately

Threat of Violence (formerly Code Strong)

Security Alert + DISTURBANCE+ LOCATION

Plain Language Alerting

Medical Alerts

Respiratory/Cardiac Arrest – Remains Code Blue

Medical Alert + Code Blue + [LOCATION]

Imminent Birth/OB Emergency (replaces Code OB)

Medical Alert + OB ALERT + [Core, NICU, or Trauma] + [LOCATION]

Non-Life-Threatening Medical Emergency (replaces Code Gray)

Medical Alert + Assistance Needed + [LOCATION]

Plain Language Alerting

In Summary –

If there is an emergency in your area, do not call the operator.

Remember to dial:

Main Campus – 910.667.7999

Orthopedic Hospital Campus – 910.667-8300

Off-site locations – 9-1-1 then call Special Police at 910.343.2444, if possible.

Be prepared to state your name and location and describe the situation. Stay calm and speak slowly and clearly.

HIPAA Privacy & Confidentiality

- ❖ The Health Information Portability & Accountability Act (HIPAA) regulates how a patient's privacy is protected. This federal law became effective April 21, 2005 and ensures that all patient health information remains confidential.
- ❖ Guarding a patient's privacy takes many forms including paper, electronic, and oral information. Protected PHI (patient health information) include: name, address, zip code, relatives' names, name of employer, birth date, telephone number, fax number, e-mail address, finger/voice prints, photographic image, social security number, medical record number, health plan beneficiary number, account number, certificate/license number, vehicle or other device serial number, IP address, and any unique identifier, character or code.
- ❖ If a patient has chosen to keep their hospitalization confidential by opting out of the patient information system, you are obliged to uphold that decision. We do not call Admitting or the Nursing Unit to inquire about a patient's choice. If a patient does not appear in the system, they "are not here." Visitors may call a family member to inquire, but we cannot assist in finding a patient who chooses to maintain their privacy.

HIPAA Privacy & Confidentiality

What does this mean to you, the volunteer?

- ❖ Only access information that you need to do your job.
- ❖ Show compassion and concern without prying. Greet with “How may I help you?” rather than, “What brings you here today?”
- ❖ Never leave material containing PHI unattended.
- ❖ Dispose of confidential materials in shredder bin.
- ❖ Always log off your computer or minimize the program before leaving your work area. Turn off the screen if you step away.
- ❖ Most breaches in confidentiality occur with no harm intended through human error. Make sure that you are in compliance with the HIPAA standards by protecting the privacy of the patient. If you have questions or concerns, please contact your volunteer coordinator or the Corporate Compliance/Privacy Officer, Vera Newkirk, at 667-5334. You may also contact the Compliance Hotline 1-800-348-9847. All phone calls are confidential.
- ❖ Violations of HIPAA will result in disciplinary action.

Infection Control

Standard Precautions/Infection Control:

- ❖ Standard Precautions, Infection Control and Isolation guidelines prevent transmission of infections by washing hands, wearing Personal Protective Equipment (PPE) masks, gloves, gowns, and other measures to reduce the risk of infection. Volunteers must practice the same standard precautions that healthcare workers are required by law to follow. Volunteers will receive additional training relating to their specific assignment upon placement.
- ❖ We treat all body substances as potentially infectious; therefore, all patients at all times will be regarded as potentially infectious. If you decide to serve patients directly, you must wash your hands every time you enter or leave a patient room. Washing with Purell or other antibacterial gel is sufficient for entering and leaving the room.
- ❖ Never touch dirty paper, towels or other patient care items without wearing gloves. Gloves are available in all patient care areas, as well as most volunteer services areas. Always thoroughly wash hands after any contact with soiled materials.
- ❖ REMEMBER: Hand washing and personal hygiene are the most effective deterrents to the spread of infection in the hospital. Wash hands every time you enter or exit a patient room.

Infection Control (continued)

Hand Washing Basics:

- ❖ Wash hands with liquid soap – not bar soap. Waterless soap (such as Purell) is an acceptable alternative and Purell dispensers are found throughout the hospital.
- ❖ Wash for 15 seconds, rubbing well.
- ❖ Pay special attention to creases, between fingers, rings, and fingernails.
- ❖ Rinse well, keeping tips of fingers pointed down.
- ❖ Dry with a paper towel.
- ❖ Use same towel to open door.
- ❖ Wash before and after patient care, before and after eating, after handling specimens, after coughing or sneezing, after bathroom visits, and before and after handling equipment or soiled linens.
- ❖ If you volunteer in NICU or other Intensive Care areas, specific training will be provided for appropriate hand washing techniques.

Infection Control

Isolation

- ❖ Patients are isolated for various reasons. A volunteer should NOT enter a room marked “ISOLATION” or “Contact Precautions” unless specifically trained to do so.
- ❖ Always check with the staff on the unit if called on an errand for an isolation patient or for e-mail, mail, or flower delivery. Isolation is used not only to protect visitors from disease but also to protect the patient from visitors’ germs. In these instances, ask hospital staff to deliver the flowers or mail for you.
- ❖ **If you enter an isolation room by mistake, notify the charge nurse and your volunteer coordinator.**

Latex Allergy Precautions

- ❖ To comply with NHRMC’s Latex Policy, latex balloons are NOT permitted within any area of the hospital. Visitors are not allowed to bring latex balloons to patients. Also, flower arrangements must not contain latex balloons, and must be removed prior to delivering to a patient’s room.
- ❖ The only balloons they are allowed within the hospital of NHRMC are Mylar balloons.
- ❖ Volunteers are expected to help communicate this to visitors and vendors that may attempt to bring latex balloons into the hospital.

Wheelchair Etiquette

- ❖ All volunteers should be aware of the proper technique for using wheelchairs.
- ❖ NHRMC uses two types of Wheelchairs:
 - ❖ Staxi Chairs have the brake incorporated into the top bar of the wheelchair
 - ❖ Traditional wheel chairs require that the brakes be applied at the wheel on each side of the chair
- ❖ Any volunteer who will be transporting patients will be shown how to use each wheelchair as part of orientation to your specific duties.
- ❖ Volunteers transport patients who are not in obvious distress, who are able to get into and out of the wheelchair with minimal assistance, and who are not too heavy to be transported safely (250 lb. limit).
- ❖ If a patient requires lifting or physical exertion to get in or out of the wheelchair, volunteers are expected to request assistance from a staff member.

Wheelchair Etiquette

- Never leave a patient unattended
- Never lift a patient or visitor into a chair
- Never attempt to move a patient from a vehicle.
- Smile, maintain good posture and a pleasing voice.
- Listen carefully to what the patient and/or family members are saying.
- Address the patient by his/her proper title and name. (Mr./Mrs. Smith)
- Be sensitive to noise in patient areas.
- Protect patient's modesty and comfort.
- To immobilize chair, use brakes.
- Back into elevators when possible.
- When properly in chair, put footrests down and put the patients feet on them.
- Remind patient to keep elbows inside chair and hands in lap, especially when going through a door or other opening.
- Travel at a slow steady pace.
- Stay on the right side of hallways.
- When turning corners, use mirrors to check intersecting traffic.
- Report unsafe wheelchairs to a staff person.
- Do not use wheelchairs for unprofessional purposes or horseplay.
- Always wash hands and wipe down the chair after transporting a patient.

Ergonomics/Body Mechanics

- ❖ Volunteers should always follow hospital safety rules by applying good body mechanics.
- ❖ Get help when the load is too heavy. Volunteers do not transport patients who weigh more than 250 lb.
- ❖ Always grasp items firmly when lifting. Lift using your leg muscles and keep feet shoulder width apart. This will protect your back.
- ❖ Carry items close to your center of gravity (close to your body) and never twist.
- ❖ Set objects down by using leg muscles. Do not bend over at the waist. Bend with your knees or squat when lifting items.
- ❖ Remember, if you need help lifting ask for assistance. Volunteers should never attempt to lift a patient!

Volunteer Services Policies & Procedures

As a volunteer, you become part of the hospital team. You are entitled to some of the benefits as well as subject to the same rules and regulations that govern the hospital staff. The ideal hospital volunteer maintains a well-groomed appearance, along with cheerful and business-like behavior

In order to protect the rights and safety of volunteers, employees, patients and others, it is necessary that each person adhere to certain rules and regulations to conduct themselves in a professional manner. NHRMC reserves the right to apply the necessary corrective action upon the violation of rules and regulations. These include a verbal warning, a written reprimand, suspension, and dismissal. Dismissal may take place without prior warning in the case of a major violation.

Major violations which demand immediate corrective action are: theft, assault and/or battery, gambling, insubordination (which includes refusing to submit to instructions or verbal abuse directed at one's supervisor or department manager), smoking, destruction of property, intoxication, immorality, harassment, weapons on hospital property, discourteous or unethical conduct, willful disregard for safety and/or security regulations, making negative statements that reflect on the NHRMC physicians, staff members, patients or visitors, horseplay, or loud or boisterous conduct, telephone misuse, breach of confidentiality, misrepresentation, gross negligence or carelessness that might result in property damage or injury, and conviction of a serious crime.

Volunteer Policies & Procedures

ACCIDENTS

If you are injured or involved in an accident while on duty, report the incident immediately to your coordinator or a staff member, so they can document the incident and if necessary refer you to the emergency room or your physician. The volunteer's primary insurance company must handle medical treatment for personal injury unless it is related to hospital negligence. Junior volunteers must have parental consent before being treated. Report any accident/incident you may be involved in to Volunteer Services regardless of how minor it may appear.

ANNUAL EDUCATION/HEALTH SCREENING

All volunteers are required to renew their education annually. This may be completed online. You will receive an email one month prior to your due date each year. If you prefer to complete education with paper and pencil, please tell your coordinator. Once education is complete, TB/PPD will be updated at Employee Health.

ATTENDANCE

Volunteers are expected to report for duty as scheduled in order to provide uninterrupted service to patients, personnel, and visitors. Please be in place as scheduled. If unable to volunteer, please remove yourself from the schedule as soon as you know of needed days off. If calling out sick or due to a sudden incident, please call your coordinator or the unit on which you volunteer.

BADGES

A volunteer ID badge will be provided through the Department of Special Police. Badges must be worn at all times while volunteering, above the waist with picture showing. If lost, replacement will be at your expense. Never wear your volunteer badge to the hospital, unless you are actively volunteering. Upon exit from NHRMC's Volunteer Program, your badge must be returned to your coordinator. If you forget your badge when you come to the hospital, please tell your coordinator so a temporary badge can be provided.

Volunteer Policies & Procedures

BREAKS

As a volunteer, you are entitled to the same break and lunch times as employees: a 15-minute break if working a four-hour shift, and a 30-minute lunch break when you are here for an eight-hour day.

CONFIDENTIALITY

Volunteers never divulge information of any kind about a patient's treatment to anyone outside the hospital and should not discuss their personal problems with doctors or nurses. A confidentiality statement must be signed by each volunteer annually (see HIPAA information below)

CONDUCT AND PROFESSIONALISM: CUSTOMER SERVICE

We ask that our volunteers be loyal to the hospital they serve. As a volunteer you represent NHRMC to Wilmington and surrounding communities. Be an "Ambassador of good will" whenever possible. Be familiar with and agreeable to the goals and visions of the hospital. It is the responsibility of every employee and volunteer to avoid adverse criticism of NHRMC, its staff, or patients while working or visiting. Those unwilling to follow this policy, after just consideration, may lose their volunteer status. Please remember to always be cheerful, courteous, efficient, understanding, compassionate, and professional in your conduct.

FLU SHOTS

All staff and volunteers of NHRMC are required to receive a flu shot unless you have documented medical or religious reason for deferring the shot. If a volunteer chooses to refuse the flu shot, he or she cannot volunteer during flu season. Flu shots may be declined with a medical or religious exception. Volunteers who decline flu shot for medical or religious reasons will be required to wear a mask in patient care areas during flu outbreaks.

Volunteer Policies & Procedures

GRATUITIES AND GIFTS

Volunteers do not solicit or accept gifts, gratuities, tips or services from patients, visitors, or vendors. If a customer insists on giving a tip, this donation should be directed to the NHRMC Auxiliary, Inc.

GRIEVANCES

All Volunteers are to receive fair and equitable treatment and to be provided a means of appeal and review of problems related to their volunteer positions. Volunteers are encouraged to resolve disputes informally. If a volunteer has a grievance, it will be heard according to hospital policy by the area coordinator, manager, director and VP in that order.

HARASSMENT

All employees and volunteers have the right to work in an environment free of discrimination. This includes freedom from harassment based on sex, age, race, national origin, religion, sexual orientation or membership in any protected group. NHRMC prohibits harassment of any form by supervisors, co-workers (including volunteers), patients, medical staff members, or visitors. If you believe that you have been the subject of harassment, report the alleged act immediately to your Director of Volunteer Services or other volunteer services staff member. Likewise, any volunteer found, after appropriate investigation, to have engaged in harassment will be subject to disciplinary action, up to and including dismissal.

HOLIDAYS

The following holidays are observed by NHRMC: Thanksgiving Day, Christmas Day, New Year's Day, Good Friday, Memorial Day, Independence Day, and Labor Day. Volunteer Services is closed on these holidays. If you choose to volunteer on a holiday, you will receive double hour credit.

Volunteer Policies & Procedures

ILLNESS/MEDICATIONS

If you are taking any type of medication that alters your behavior, or if you are experiencing clinical symptoms of illness, or if for any reason your ability to function normally is affected, please DO NOT plan to work. Notify your Coordinator.

INCLEMENT WEATHER

Inclement weather events: snow, ice or other weather related conditions occasionally prevent or delay your arrival to the hospital. You are encouraged to exercise discretion in evaluating the appropriateness of travel in inclement weather. You are also encouraged to check the hospital hot line to determine the need for volunteers.

INCIDENT REPORT

An incident is any unusual occurrence not consistent with the routine operation of the hospital. All incidents, regardless of their severity, are important and must be reported to the volunteer's immediate supervisor.

LEAVE OF ABSENCE

Volunteers requesting a leave of absence must contact their coordinator. If possible, state the length of your absence. Realize that we cannot promise to keep your position open beyond 3 months. After a leave more than 3 months in duration, we will be happy to find a placement for you, but it may not be your previous schedule or position.

Following a medical leave of absence, the volunteer must have a doctor's permission to return to work.

Volunteer Policies & Procedures (cont'd)

LIABILITIES

NHRMC provides liability insurance for the volunteer while on duty

PERSONAL BELONGINGS

The hospital cannot assume responsibility for items lost or stolen. Refrain from bringing personal valuables (cameras, large amounts of cash, etc.) while volunteering. Leave valuables at home or locked in your car.

PERSONAL TELEPHONE CALLS

We request that you handle personal business (visiting a patient, making phone calls, etc.) before or after you clock in or out. Limit personal calls to those that are necessary and make them as brief as possible.

RESIGNATION/EXIT INTERVIEW

Any volunteer wishing to resign is expected to give oral or written notice two weeks prior to leaving. An exit interview will be scheduled by your Volunteer Coordinator. Your ID badge will be handed in at this time.

RESPONSIBILITIES

Volunteering is a commitment. Since schedules are planned to meet the needs of specific areas, you are depended on for the time to which you agreed. There will, of course, be times when you must be absent. If you are unable to find a substitute or someone to swap times with you, please notify your staff contact. It is helpful if you can give two weeks advance notice. In emergencies, please call your staff contact. Substitute volunteers who agree to work at a specific time assume the same responsibilities as the regular worker.

Volunteer Policies & Procedures

SIGN-IN & SIGN-OUT

For liability coverage, we must know when you arrive and when you leave the campus. Remember to clock in and out using the PIN number assigned. Keeping track of your time is necessary for hospital statistics and in awarding pins for hours served. If you forget to sign out, you will automatically be given 4 hours for that shift. It is not necessary to return to campus or call a coordinator to sign you out.

SMOKING POLICY

NHRMC is a smoke-free and vape-free campus. Smoking, chewing tobacco or the use of eCigarettes is not tolerated on any campuses of NHRMC, in the parking lots, in cars, etc. Smokers must go off campus to do so.

SOLICITATION

Solicitation of any kind is against NHRMC policies.

SPIRITUAL CARE

Chaplains are available 24 hours a day, seven days a week, and are available to spend time with patients, family members and staff members. Chaplains can be reached by calling 910.667.7014 during business hours or 910.619.9879 nights and weekends. The chapel is open 24/7 for prayer, meditation, or moments of silence.

TAX DEDUCTIONS

Mileage accrued in driving to and from your volunteer assignment is tax deductible. The cost of your volunteer uniform is also deductible.

Volunteer Policies & Procedures

DRESS CODE – Please be familiar with this entire policy.

- ❖ Volunteers should always maintain a professional appearance. Volunteers are often the first impression of the hospital for visitors. A volunteer uniform is to be worn while on duty. If you volunteer out of doors, please be sure your ID badge is visible on your coat or sweater.
- ❖ Uniforms must be clean and well pressed. You are identified, as are all who work in a hospital, by your uniform and your badge. The dress code listed below will allow you to be safe and comfortable while volunteering.
- ❖ For your safety, wear closed-toe shoes. White or tan tennis shoes or comfortable walking shoes with rubber soles and low heels are recommended.
- ❖ Wear white or khaki pants with teal uniform shirt or jacket.
- ❖ Wear ID badge while on duty.
- ❖ Perfume/cologne may not be worn while volunteering.
- ❖ Hats may not be worn, unless you volunteer outdoors.
- ❖ Jewelry should be limited.
- ❖ No denim, no shorts, or leather apparel may be worn, unless you volunteer outdoors.
- ❖ Personal cleanliness is imperative.
- ❖ Hair/nails should be neatly groomed at a moderate length and clean.
- ❖ No abbreviated apparel should be worn.
- ❖ Do not wear any type of campaign/cause pin, badge, etc.

Volunteer Policies & Procedures

General DOs & DON'Ts

- DO** familiarize yourself with the hospital so that you can give good directions. If you do not know how to find a department or other area, find out for future reference.
- DO** arrive for work on time. Be considerate by arriving five or ten minutes early for orderly transition.
- DO** use VicNet self scheduling to add or remove yourself from the schedule. Please consider adding an extra shift from time to time to provide coverage for others who are on vacation or ill
- DO** knock before entering a closed or partially closed door.
- ALWAYS** wait for doctor or nurse to finish talking to patient before entering the room.
- DO** perform any reasonable duties requested by hospital staff member.
- DO** ask questions when you are not sure about something.
- DO NOT** take responsibility you have NOT been authorized to assume.
- DO NOT** give a patient anything to eat or drink without checking with the nurse.
- DO NOT** enter the room of a patient in ISOLATION, unless you have been trained to do so.
- DO NOT** divulge patient health information (PHI) obtained while on duty.
- DO NOT** eat, drink or do crafts while on duty.
- DO NOT** discuss your personal problems with doctors or nurses.
- DO NOT** leave your desk unattended. If you MUST leave, call staff for help.
- DO NOT** wear perfume or cologne, and keep makeup to a minimum.

Volunteer Benefits

New Hanover Regional Medical Center acknowledges the generous work of the Volunteers/Auxiliary in several ways. Following is a list of the benefits offered to members:

- ❖ Coverage of liability insurance while on duty
- ❖ Discounted food prices in main cafeteria
- ❖ Discounts within the community. Information on discounts is available via CapsulesLive, the hospital's intranet page
- ❖ Access to NHRMC's outpatient pharmacy for discounted over-the-counter products
- ❖ Employment references
- ❖ Free Parking, TB/PPD screenings, Flu shots
- ❖ Invitations to special hospital-wide events for employees & volunteers
- ❖ Medical library and information resources
- ❖ Recognition/Award pins
- ❖ Scholarship opportunities for Junior Volunteers
- ❖ Tax deductions (mileage, uniform)
- ❖ Auxiliary members receive a discount on most items in our gift shops

Annual Requirements

- ❖ Volunteers cannot begin their assignment until all documentation is complete.
- ❖ Volunteers are required to complete the following annually:
 - Annual education review & competency assessment, including Safety, Confidentiality and HIPAA training
 - Van drivers are required to renew Defensive Driving certification annually. Initial class is required to drive a hospital motor vehicle
 - TB/PPD Screening or other Employee Health Screening, depending on service area
 - Flu Shot

Orientation Test

- ❖ Please return to www.nhrmc.org/volunteer to take the online orientation test.
- ❖ Follow the instructions for the module.
 - ❖ You must make 80% or higher to pass this test
 - ❖ You will receive your grade at the end of the test, as well as the answers to any questions you may have missed.
- ❖ For new volunteers: Once you complete the test, you will receive a call from the Volunteer Services staff to set up your initial interview.
- ❖ For existing volunteers: Thank you for maintaining your education and your service to NHRMC.



New Hanover
Regional Medical Center

Thank you for completing the
NHRMC Volunteer Services
annual education.